

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

FairPoint NNE Monthly Service Quality Report		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
Installation of Service															
1	Percent Installation orders appointed w/in 3 days	2007 2008	90%			91.56	89.12	92.33	96.16	96.01					93.60 93.04
2	Percent Meet Installation Appointments Company Reasons	2007 2008	90%			98.71	99.12	98.51	97.9	96.92					97.40 98.23
3	Total Held Orders on Hand - Month end	2007 2008	track			14	11	14	14	13					27 13
4	Held Orders over 30 days	2007 2008	6/mo. *30/25/20				2	0		2					2 1
4a	Average Delay Days	2007 2008				6.54	11.78	10.38	6.28	10.84					12.13 9.16
5	Number of installation orders	2007 2008				12,868	16,676	13,722	11,628	10,561					16,432 13,091
5a	Access Line Inward Movement per ALIS - located	2007 2008				3,967	3882	4370	4287	4344					64,785 20,850
Company Accessibility															
6	% Toll & Assist answer time within 10 seconds average speed of answer (seconds)	2007 2007													3.0 94.8
	% Toll & Assist answer time within 10 seconds average speed of answer (seconds)	2008 2008				1.2 98	1.4 97.5	1.5 97.2	5.4 95.7	1.5 97.3					2.2 97.1
	% Toll & Assist answer time within 10 seconds														
7	% Directory Assistance answer within 10 sec. average speed of answer (seconds)	2007 2007													3.7 92.6
	% Directory Assistance answer within 10 sec. average speed of answer (seconds)	2008 2008				2.7 95.6	2.1 97.7	2.1 97.9	2.2 96.5	1.2 99.7					2.1 97.5
	% Directory Assistance answer within 10 sec.														
8	% Repair Service answer within 20 sec. average speed of answer	2007 2007													5.0 86.9
	% Repair Service answer within 20 sec. average speed of answer	2008 2008				7.0 93.00	5 92.3	6.2 85	7.1 80.3	6.4 84.5					6.3 87.0
	% Repair Service answer within 20 sec.														
8a	% of calls to a repair number that are abandoned	2007 2008				1.4%	1.3%	1.6%	1.4%	1.5%					1.4% 1.4%
Network Call Completion															
11	Peak Period Central Office Performance	see separate report													
Customer Trouble Reports															
12	Total Report Rate including subsequents	2007 2008	2			1.25	1	1.97	2.51	2.37					1.85 1.85

12a See Attachment 1 for list of exchanges >2.5

13 Percent Out of Service Cleared within 24 hours (Sundays excluded)		2007							68.86
	North	2008	85.07	85.16	69.26	60.40	55.17		71.01
	South	2008	86.53	85.17	88.80	71.04	74.18		81.14
	Total	2008	85.75	85.17	76.76	64.92	62.05		74.93
14 # of Out of Service Cleared within 24 hours		2007							4,751
	North District	2008	1,808	1,727	2,829	2,815	2,656		2,367
	South District	2008	1,613	1,375	2,314	2,565	2,130		1,999
	Total	2008 track	3421	3102	5143	5380	4786		4,366
15a Average Completion Time for Repairs (hours)		2007							24.58
		2008 *27/25	16.23	17.04	20.25	24.02	25.71		20.65
15b Estimated Average Completion Time for Repair (hours) (Sundays excluded)		2007							21.30
		2008	14.02	14.97	16.88	20.80	22.65		17.86
16 Percent met repair appointments		2007							79.71
	North	2008	87.80	88.43	83.77	82.46	78.45		84.18
	South	2008 90%	89.41	87.76	89.47	82.12	81.53		86.06
	total	2008 * 78/80	88.61	88.10	86.62	82.30	79.99		85.12
ALIS		2,007							517,135
		2,008	470,222	464,350	456,916	450,231	443,725		457,089

*** - FairPoint access to this information has been removed and we are working to regain access to this information. Updates will be made when access is restored.

Jan 2008	Feb 2008	Mar 2008	April 2008	May 2008	June 2008	July 2008	Aug 2008	Sept 2008	Oct 2008	Nov 2008	Dec 2008
			Hampstead	Pelham	Deerfield	Deerfield	Deerfield				
			Pelham	Rye Beach	New Boston	Bedford	Candia				
			Sunapee	Glendale	Milford	Candia	New Boston				
			Belmont	Errol	Barrington	New Boston	Goffstown				
			Rumney	Franconia	Milton Mills	Goffstown	Raymond				
					New Market	Raymond	Atkinson				
					Rye Beach	Atkinson	Hampstead				
					Seabrook	Hampstead	Pelham				
					Westmoreland	Pelham	Milford				
					Cannan	Salem	Barrington				
					Enfield	Milford	Kingston				
					Hanover	Barrington	Milton				
					Sunapee	Epping	Milton Mills				
					Lyme	Kingston	Newmarket				
					Greenville	Milton	Sanbornville				
					Suncook	Milton Mills	Seabrook				
					Danbury	Newmarket	Durham				
					Ashland	Rye Beach	Portsmouth				
					Belmont	Seabrook	Wolfeboro				
					Center Harbor	Durham	Marlow				
					Center Ossipee	Portsmouth	Canaan				
					Center Sandwich	Wolfeboro	Enfield				
					Merideth	Westmoreland	Hanover				
					Rumney	Marlow	Walpole				
					Tamworth	Lebanon	Sunapee				
					Warren	Cannan	Lyme				
					Bethlehem	Fitzwilliam	Alstead				
					Colebrook	Hanover	Newport				
					Errol	Walpole	Pittsfield				
					Franconia	Sunapee	Epsom				
					Jefferson	Lyme	Bristol				
					Lancaster	Charlestown	Penacook				
					Lisbon	Harrisville	Danbury				
					Milan	Alstead	Canterbury				
					N. Stratford	Sullivan	Franklin				
					Pike	Newport	Northwood				
					Pittsburg	Greenville	Ashland				
					Whitefeild	Rindge	Belmont				
					Littleton	Tilton	Center Harbor				
					Plymouth	Pittsfield	Center Ossipee				
					Groveton	Bristol	Center Sandwich				
						Penacook	Glendale				
						Danbury	Meridith				
						Canterbury	Rumney				
						Franklin	Tamworth				
						Northwood	Weirs Beach				
						Ashland	Bethlehem				
						Belmont	Colebrook				
						Center Harbor	Errol				
						Center Ossipee	Franconia				
						Glendale	Jefferson				
						Meridith	Lisbon				
						Rumney	Milan				
						Tamworth	Pike				
						Weirs Beach	Pittsburgh				
						Colebrook	Twin Mountain				
						Errol	W. Stewartstown				
						Franconia	Whitefeild				
						Lisbon	Laconia				
						Milan	Groveton				
						Pittsburg					
						Whitefield					
						Woodsville					

Held Orders > 30 days

Attachment 2
Item 4

Jan 2008	Feb 2008	Mar 2008	April 2008 Candia	May 2008 Candia Concord	June 2008 Somersworth Fitzwilliwns Raymond Nashua	July 2008 Madison Raymond	Aug 2008 Tamworth Madison	Sept 2008	Oct 2008	Nov 2008	Dec 2008
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